

Peter Brown

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December 12, 1996

Orhan Onaran
President
Erol's Unlimited Internet
7921 Woodruff Court
Springfield, Virginia 22151
Number 2002873

Customer

Dear Mr. Onaran:

As a customer of Erol's Unlimited Internet, I am writing to register my extreme displeasure with an incident that occurred today concerning your company and their treatment of customers.

Up until this afternoon I had been quite happy and more than satisfied with your service. When I went to log on, I was received a message telling me to check my password. After this happened continually, I called Technical Support who informed me that there were occasional problems with the phone company in Philadelphia. However when this happened again later, I called Technical Support again and was informed that somebody else had taken my User ID and that they had had it first. The Technical Support person apologized, gave me another User ID and that was it. After hanging up I realized that no arrangements were made to receive my mail and besides that I had cards printed up with this e-mail address on it, resumes out to company and stationary printed with this e-mail address which was "peterb@erols.com" as printed above. I was also informed that I wouldn't be able to log on again for 24 hours.

Naturally I called Customer Relations and the first person I talked to was appologetic, but said there was nothing she could do. I immediately asked for a supervisor. The person informed me that she was the supervisor's assistant. I informed her I wanted to speak to a supervisor anyway and she complied with my request. A supervisor (Rosalind) came on the phone and was a bit more cooperative, extending my time by three months and moving up the new User ID so I'd be able to log on (hopefully) tomorrow morning instead of waiting three hours.

After hanging up, I then realized that no arrangements were made for me to receive my e-mail. I called back Customer Relations again, explained the situation, and asked if they could please contact the person who now had

what was my User ID for over two months and ask if they could please forward my mail.

This is a major snafu on the part of your company. How could this possibly happen, and if the person who originally had my User ID wasn't on-line for a period of months (apparently), why weren't they made to get a new User ID instead of me?

Because of this, I now have to notify everyone I've been corresponding with which includes several mailing lists and an address book of at least 50 names, (and that's only the people on-line) of this change. I also have to get new stationary and cards printed. This incredible inconvenience through absolutely no fault of my own is costing me both time and money.

Until this incident occurred, I had freely recommended Erol's to anyone interested, got my father an Erol's account and had nothing but praise for your company--this after a horrendous experience with a local provider. I was also very impressed by the fact that every time there seemed to be a problem and I called Technical Support, the company already knew about it (it was usually added to the phone message), and that the problem was usually rectified within a couple of hours or a reasonable amount of time.

With this incident, I should have been notified of a mix-up before logging on and perhaps I should have been consulted about whether I wanted to change my User ID.

Basically, and I'm sure you'll agree with me: this *never should have happened*.

I hope to continue with Erol's as my provider. But, after this incident I shall be somewhat wary, and am quite angry that this occurred and by my initial treatment.

Given the competitiveness of this industry (and business in general), I would think your company would make every possible effort to make sure your customers are satisfied as it states in your ads and on your envelopes.

Thank you for your consideration and I await your response.

Sincerely,

Peter Brown